



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
 United States Patent and Trademark Office
 Address: COMMISSIONER FOR PATENTS
 P.O. Box 1450
 Alexandria, Virginia 22313-1450
 www.uspto.gov



Bib Data Sheet

CONFIRMATION NO. 2840

SERIAL NUMBER 10/015,380	FILING DATE 12/12/2001 RULE	CLASS 379	GROUP ART UNIT 2645	ATTORNEY DOCKET NO. AUS920010824US1
-----------------------------	---------------------------------------	--------------	------------------------	---

APPLICANTS

Michael Wayne Brown, Georgetown, TX;
 Joseph Herbert McIntyre, Austin, TX;
 Michael A. Paolini, Austin, TX; James Mark Weaver, Austin, TX;
 Scott Lee Winters, Austin, TX;

** CONTINUING DATA *None AH*

** FOREIGN APPLICATIONS *None AH*

IF REQUIRED, FOREIGN FILING LICENSE GRANTED
 ** 01/28/2002

Foreign Priority claimed 35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after	STATE OR COUNTRY TX	SHEETS DRAWING 9	TOTAL CLAIMS 50	INDEPENDENT CLAIMS 12
---	---	---------------------------	------------------------	-----------------------	-----------------------------

Verified and Acknowledged *None AH*
 Examiner's Signature Initials

ADDRESS
 43307
 IBM CORP (AP)
 C/O AMY PATTILLO
 P. O. BOX 161327
 AUSTIN, TX
 78716

TITLE
 Managing caller profiles across multiple hold queues according to authenticated caller identifiers

FILING FEE	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time)
------------	---	--